



Critical Incident Reporting Categories & Timelines

Critical Incident Reporting Manual

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Louisiana Department of Health

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Critical Incident Reporting Categories

- ▶ 1. Allegations of Abuse/Neglect/Exploitation/Extortion (A/N/E/E)
- ▶ 2. Major Injury
- ▶ 3. Major Medical Event
- ▶ 4. Death
- ▶ 5. Fall
- ▶ 6. Major Medication Incident
- ▶ 7. Major Behavioral Incident
- ▶ 8. Involvement with Law Enforcement
- ▶ 9. Loss or Destruction of Home

1. Allegations of A/N/E/E

▶ Abuse:

- Physical- contact or actions that result in injury or pain; such as, hitting, pinching, yanking, shoving, pulling hair etc.
- Emotional- threats, ridicule, isolation, intimidation, harassment.
- Sexual-any unwanted sexual activity, without regard to contact or injury; any sexual activity with a person whose capacity to consent to resist is limited.

▶ Neglect:

- Caregiver- means withholding or not assuring provision of basic necessary care; such as food, water, medical, other support services, shelter, safety, reasonable personal and home cleanliness or any other necessary care.
- Self- means failing, through one's own action or inaction to secure basic essentials; such as food, medical care, support services, shelter, utilities or any other care needed for one's well-being.

1. Allegations of A/N/E/E Cont'd

- ▶ Exploitation- the misuse of someone's money, services, property, or the use of a power of attorney or guardianship for one's own purposes.
- ▶ Extortion- taking something of value from a person by force, intimidation, or abuse of legal or official authority.

2. Major Injury

- ▶ Any suspected or confirmed wound or injury to a person of known or unknown origin which requires treatment by a physician, dentist, nurse, or other licensed health care provider.
- ▶ **Use this category only if there is no reason to suspect abuse or neglect.**

3. Major Medical Event (MME) for Providers

- ▶ Direct Service Providers must continue to report all **major illnesses** including acute care visits in the critical incident reporting system.
- ▶ Support Coordinators will determine if the incident meets Major Medical Event criteria and will determine if it is eligible.

3. Major Medical Event (MME) for Support Coordinators

- ▶ An occurrence in which the participant receives a medical procedure by a physician, nurse practitioner, dentist or other licensed health care provider either during an inpatient or outpatient visit, and a new diagnosis is identified or new order for medications, services (such as Home Health), therapy, equipment, health related tasks or treatments are prescribed.
- ▶ **MME does NOT include:**
 - routine doctor's office visits,
 - routine treatments,
 - routine laboratory tests,
 - scheduled medical procedures, and
 - emergency room visits that do not result in new orders in the community.

3. MME Cont'd

- ▶ Medical procedure can involve inpatient or outpatient:
 - Evaluations,
 - Diagnostic screening/testing,
 - Surgery, or
 - Laboratory work.
- ▶ **And** must involve **either**:
 - A new diagnosis or
 - New orders for medications, services (such as Home Health), therapy, equipment, health-related tasks, and/or treatments.

4. Death

- ▶ All deaths of participants must be reported, regardless of the cause of death or the location. The CIR must include the circumstances, prior to and at the time of, the death. CIR documentation must include:
 - Cause of death,
 - The who, what, when, where, and why facts regarding the death,
 - Dates of all events and correspondence,
 - If the participant was receiving Hospice or Home Health services,
 - If the DSP was present with the participant at the time of death, and
 - Relevant medical history and CIRs associated with the death.

5. Fall

- ▶ When the person is:
 - (1) found down on the floor (un-witnessed event), or
 - (2) comes to rest on the floor unintentionally, whether or not the person is being assisted at the time.
- ▶ Fall Assessment form must be submitted with the incident description.
- ▶ Fall Analysis form must be submitted with the Follow Up.

Note: DSP is responsible for completing Falls forms if the fall occurred during services hours. However, the responsibility falls on the SC when the fall occurred outside of services hours.

6. Major Medication Incident

- ▶ Means the administration of medication in an incorrect form; not as prescribed or ordered, or to the wrong person, or the failure to administer a prescribed medication; which **requires treatment by a physician, nurse, dentist, or any licensed health care provider.**

6. Major Medication Incident Cont'd

- ▶ Medication errors may be due to the following:
 - **Staff error** - the staff fails to administer a prescribed medication, or administers the wrong medication or dosage to a person; staff failure to fill a new prescription order within 24 hours or a medication refill prior to the next ordered dosage.
 - **Pharmacy error** - the pharmacy dispenses the wrong medication, wrong dose, provides inaccurate/inappropriate administration directions, etc. Report to the Louisiana Board of Pharmacy at 225-925-6496.
 - **Participant error** - the person unintentionally fails to take his/her medication as prescribed.
 - **Family error** - a family member intentionally or unintentionally fails to administer a prescribed medication, or fails to fill a new prescription order within 24 hours, or fails to obtain a medication refill prior to the next ordered dosage.

7. Major Behavioral Incident

- ▶ The occurrence of an incident that can reasonably be expected to result in harm or may affect the safety and well-being of the person.
- ▶ The following are examples of major behavioral incidents:
 - Attempted suicide / suicidal threats,
 - Self-endangerment,
 - Elopement,
 - Self-injury,
 - Physical aggression, or
 - Offensive sexual behavior and sexual aggression
 - ◆ considered reportable if it is a new behavior which is not addressed in the POC, or if there has been an increase in intensity or frequency.

8. Involvement With Law Enforcement

- ▶ Involvement with law enforcement **resulting in a participant's arrest.**
- ▶ Participant is a Victim of a Crime- A participant is the victim of a reportable offense under local, state, or federal statutes.

9. Loss or Destruction of Home

- ▶ Damage to or loss of the participant's home that causes harm or the risk of harm to the participant. This may be the result of any action, man-made or natural.
 - Examples include:
 - ◆ Fire,
 - ◆ Flooding,
 - ◆ Eviction, or
 - ◆ Unsafe or Unhealthy Living Environment etc.

Critical Incident Report Timelines

- ▶ Upon discovery, DSP or SC (firsthand knowledge) is required to complete and enter CIR within **24 hours**.
 - Notify DSP or SC no later than **2 hours** after discovery of the incident.
- ▶ DSP must provide a follow up note within **3 working days**.
 - SC reviews incident by close of **6th business day** after initial report.
- ▶ DSP submits updates at minimum **weekly** until resolution/closure.
 - SC continues to follow up as necessary and update incident until case is closed.
- ▶ SC sends participant the incident participant summary within **15 days** after Final Supervisory Closure by the Regional Office.

Reference

- ▶ Critical Incident Reporting Manual for OAAS Waiver Programs—SIMS, OAAS-MAN-19-002
- ▶ http://ldh.la.gov/assets/docs/OAAS/SIMS/OAAS_MAN_19_002_Critical_Incident_Reporting_Manual_for_SIMS_I_5_3_19.pdf